No
worker
left
behind

Workforce Investment System

eta | **EMPLOYMENT AND TRAINING ADMINISTRATION**
UNITED STATES DEPARTMENT OF LABOR

May 2003

eta Workforce System Reform: 3 Over-arching Goals

- Create a more responsive, demand-driven system

- Strengthen the effectiveness and flexibility of the One-Stop System

- Streamline and improve performance accountability

eta Workforce Investment System

FEDERAL LAWS

One-Stop Delivery System

**RESULTS
for Individuals/Jobseekers
Employers
&
The Economy**

eta WIS: Federal Laws

- WIA
- UI (SSA)
- Wagner-Peyser
- TANF
- Trade

- Veterans' Priority
- Perkins
- Adult Basic Education
- Older Americans
- Work-based Immigration

All of these are either:

New Laws for Implementation;

New Legislation Proposed and/or;

New Rules for Reengineering.

eta WIA Reauthorization – 1. Governance

- ❑ State boards
  - ❑ Changes membership requirements
- ❑ Local boards
  - ❑ More strategic
- ❑ Youth councils
  - ❑ No longer required
- ❑ Workforce areas
  - ❑ Governor can designate based on recommendations from State Board

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eta WIA Reauthorization – 2. One-Stop Career Centers

- ❑ Infrastructure
  - ❑ Infrastructure line item
- ❑ Services to Low Wage Workers
  - ❑ Access to more services
- ❑ Bonus Points or Incentives
  - ❑ To serve those most in need
- ❑ Addresses Transfer of Federal Equity

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WIA Reauthorization – 3. Services for Adults

- ❑ Single funding stream
- ❑ Wagner-Peyser sections merged into WIA
- ❑ Eligible training providers
  - ❑ State determined
- ❑ ITAs changed to Career Change Scholarships
- ❑ Removes strict "sequence of service" requirement
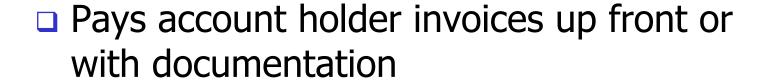- ❑ Expands Incumbent Worker Training

eta Personal Re-Employment Accounts

- ❑ Targeting those most likely to exhaust UI benefits

- ❑ Available for training and supportive services e.g., child care & transportation

- ❑ State flexibility

- ❑ Remaining balances may be kept as bonuses (60/40)

eta How They Will Work - 1

- ❑ Flexibility and choice

- ❑ Non-transferable; can only get once

- ❑ Will not interfere with or replace UI benefits

- ❑ One-Stop administers the account

How They Will Work - 2

- ❑ Pays account holder invoices up front or with documentation

- ❑ Reemployment Plan recommended but not mandatory

- ❑ One-Stop cannot overrule customer choice

WIA Reauthorization - 4. Youth Services

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WIA youth funds

- ❑ Targeted state formula program (75%)

- ❑ Challenge grants to cities and rural areas (25%)

- ❑ Out-of-school Youth

Performance Accountability

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- ❑ Performance indicators
  - ❑ Reduce from 17 to 8
- ❑ Performance negotiation
  - ❑ More dynamic and tailored to local needs
- ❑ Fiscal controls
  - ❑ Data validation, monitoring and oversight emphasized

eta Next Steps

- ❑ H.R. 1261 (WIA) passed by House 5/8/03

- ❑ WIA bill introduced in Senate

- ❑ UI Reform/TEUC Extension possible introduction

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WIS One-Stop System

- Knowledgeable Staff
- Community Connections
- Support Systems for Operations
- **WIS One-Stop System**
- Labor Market Connections
- Labor Market Information
- Support Systems: E-tools & Self-Service

eta Knowledgeable Staff

❑ Workforce Tools of the Trade

   ❑ www.workforcetools.org

❑ Promising Practices

   ❑ www.promising-practices.org

❑ Workforce Innovations Conference – July 8-10, 2003

   ❑ www.workforceinnovations.org

eta Workforce Tools - Features

❑ **What's New**
  ❑ What's New on the Site
  ❑ What's Happening (System-Wide Events)

❑ **Professional Development**
  ❑ Certifications and Credentials
  ❑ Skills Competencies
  ❑ Training Institutes

❑ **Examples from the Field**
  ❑ How Your Colleagues Make it Work

❑ **Information and Publications**

❑ **Links to the Nation**
  ❑ Local, State, Federal, Associations, and Research Organization Sites all in one place

eta

Search: [____] GO

WORKFORCE TOOLS
Of The Trade
Helping Workforce Professionals Excel

My Workforce Tools

Registered Provider

New Provider

Subscribe

Help

What's New

- "There's never been a more exciting time!" says Eleanor Mower
- System-Wide Events Calendar!
- New On The Site This Month!

Examples from the Field

- Search for Examples of How Others Make it Work!

This Month's Featured Websites!
- Montgomery Works, MD
- Santa Fe One-Stop Career Center
- Central Oregon Intergovernmental Council

Information & Publications

Your Virtual Resource Room! Search our robust database for scores of documents relating to the workforce system.

Professional Development

- Search for Training Providers and Resources!
- Professional Certifications
- Skills Competencies
- State Training Institutes

Links to the Nation

Your Connection to Workforce System-Related Web Sites Across America!
- Federal
- State
- Local (ASL)
- Associations
- Research Organizations

CAREER
one**STOP**

DREAM IT. FIND IT. GET IT.

ABOUT US | SITE MAP | CUSTOMER FEEDBACK | DISCLAIMER | PRIVACY POLICY | TRANSLATIONS

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eta Promising Practices

❑ What it provides:

   ❑ Access to existing documents and information in workforce development and a repository of practices that reflect effective strategies for improving system performance.

❑ How to participate:

   ❑ Take advantage of the research and interactive functions;

   ❑ Provide feedback on how to improve the site;

   ❑ Submit your own promising practice;

   ❑ Join the Promising Practices Consortium.

eta Support Systems for Operations

- ❑ One-Stop Operating Systems

- ❑ Common Performance Measures, Definitions & Reporting Systems

- ❑ Data Validation

eta Common Performance Measures

❑ **Adult**

   ❑ Entered Employment

   ❑ Retention

   ❑ Earnings Increase

   ❑ Efficiency

❑ **Youth**

   ❑ Placement in Employment or Education

   ❑ Attainment of Degree or Certificate

   ❑ Literacy & Numeracy Gains

   ❑ Efficiency

eta Support Systems for E-tools & Self-Service

- ❏ Career One-Stop E-tools

- ❏ Toll-Free Help Line

- ❏ Mystery Shopper Initiative

- ❏ Infrastructure Funding Project

eta

CAREER OneSTOP

Welcome to the nation's publicly-funded resource for jobseekers and businesses. Find jobs--from entry level to technical to professional to CEO. Identify job-ready workers with the right skills. Locate public workforce services in your area. Explore alternative career paths, compare salary data for different occupations, learn which careers are hot, get resume writing tips and job interview strategies, and much more!

| CAREERONESTOP | CAREER INFONET | JOB BANK | SERVICE LOCATOR | Site Map | Help |

On October 16th, the White House launched a new Web portal designed for people with disabilities called DisabilityInfo.gov as part of the President's New Freedom Initiative. **More >>**

Jobseekers *(Highlights)*

- Post Your Resume*
- Search Job Listings
- Write Effective Resumes
- Negotiate Your Salary
- Explore Wages & Occupational Trends
- Occupational Knowledge, Skills & Abilities
- Locate Potential Employers
- Find Local Workforce Services
- Search for Licensed Occupations

More >>

Employers *(Highlights)*

- Post Job Openings*
- Search Resume Database*
- Find Wages & Employment Trends
- Create Customized Job Descriptions
- Occupational Licensing Requirements
- Find Local Workforce Services
- Locate Other Employers By Industry
- Employer Rights & Responsibilities
- Federal Wage Regulations

More >>

* It's a free service, but we need information from you to provide it.

Students/Learners
(Highlights)

- Search For Schools & Colleges
- Help Fund Your Education
- Learn About Tests & Assessments
- Discover Career Possibilities
- Search For Certifications

More >>

Workforce/Human Resources Professionals *(Highlights)*

- Find Nearby One-Stops & Other Service Providers
- Locate Training For Workforce Professionals
- View Your State's WIA Eligible Training Providers
- Research Hiring Guidelines
- Stay Informed On New Workforce Issues

More >>

Find It By Topic

- Employment Center
- Relocation Center
- Financial Aid Center
- Skills Center
- Business Center
- Training & Education
- Testing & Assessment
- Labor Market Info
- Career Tools
- Newsroom

Career Resource Library
Enter a Keyword [go]
Browse By Subject

State Gateway
Select a State [go]

Find a Local One-Stop Career Center
Enter a Zip Code [go]

Toll-Free Help Line

Call our **Toll-Free** Help Line for help with

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eta AJB - Features

Job Seekers

Can be used anonymously

Search for jobs:

- Using quick search
- By job title, keyword or job number
- Within the military

Establish an account:

- Save job search profiles (Job Scout)
- Create and save multiple resumes
- Create and save multiple cover letters
- Manage contact information
- Save useful web links

Businesses

Post unlimited job listings and search the resume database at no cost

Save resume search profiles (Resume Scout)

Manage your account:

- View/Update job orders
- View/Update Resume Scout profile
- View results of recent activity
- View numbers of job orders/resumes accessed and contact info viewed

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eta AJB - Holdings

Type of Holding	PY99 Q1	PY00 Q1	PY01 Q1	PY02 Q1
Registered Employers	N/A	181,024	233,159	255,278
Registered Job Seekers	N/A	2,600,580	3,384,637	3,758,206
Average Resumes Available per Day	380,995	449,099	553,324	636,041
Average Jobs Available per Day	1,149,429	1,416,035	1,192,282	950,709

eta

AT A GLANCE

Companies posted 24,033 jobs this month

Total Jobs Available	Resumes Available
921,538	484,152

Registered Employers	Registered Job Seekers
281,706	4,013,435

HOT INDUSTRIES

1. Temporary Help	21,466
2. Freight Trucking	16,566
3. National Security	13,403
4. Full-Service Restaurant	8,340
5. Med. & Surgical Hospitals	6,952
6. Custom Computer Prgrming	5,224
7. Commercial Banking	5,051
8. Sound Recording	4,638
9. R&D – Physical,	4,559
10. Retirement Communities	4,409

LEADING OCCUPATIONS

1. Healthcare Practitioner	82,642 jobs	$24.01/hr
2. Tractor-Trailer Driver	81,135 jobs	$16.20/hr
3. Registered Nurse	36,406 jobs	$23.19/hr
4. Sales Workers	21,432 jobs	$13.91/hr
5. Laborers/Material Movers	15,900 jobs	$10.18/hr
6. Retail Salespersons	11,710 jobs	$10.06/hr
7. Security Guards	10,012 jobs	$9.84/hr
8. General Farmworkers	9,974 jobs	$9.44/hr
9. Sales Managers	9,848 jobs	$18.44/hr
10. Engineers	9,823 jobs	$27.08/hr

eta

TOP LOCATIONS

1. Los Angeles, CA — 17,862 jobs
2. New York, New York — 14,872 jobs
3. Baton Rouge, LA — 12,125 jobs
4. San Diego, California — 9,915 jobs
5. Atlanta, Georgia — 8,386 jobs
6. Houston, Texas — 7,781 jobs
7. Washington, DC — 7,460 jobs
8. Chicago, Illinois — 7,311 jobs
9. San Francisco, CA — 7,289 jobs
10. Sacramento, CA — 6,306 jobs

TOP EMPLOYERS

1. **Swift Transportation** — 9,500 jobs
2. JB Hunt — 8,538 jobs
3. Arnold Transportation — 5,923 jobs
4. **IBM** — 4,193 jobs
5. Washington Mutual — 3,903 jobs
6. **Manpower** — 3,596 jobs
7. JP Morgan Chase — 2,947 jobs
8. **Bank of America** — 2,538 jobs
9. CR England — 2,500 jobs
10. SAIC — 2,456 jobs

Business Relations Group

1. AFC Enterprises **(10/02)**
2. Allstate **(5/02)**
3. Bank of America **(6/02)**
4. Citigroup **(2000)** – *1,000 hires, 2x normal retention rate*
5. HCA **(6/02)**
6. Home Depot **(5/02)** – *122 hires from just 1 One-Stop*
7. Jiffy Lube **(1/03)**
8. Manpower
9. Petco
10. Rainbow **(7/02)**
11. Saks **(6/02)** – *uses AJB*
12. Swift **(12/02)** – *$50-$60 thou entry-level wage*
13. Toys 'R Us (7/02) – 3,000 hires over 1 - 3 month period
14. Verizon **(2000)** – *348 hires, 81% retention rate*

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eta Career InfoNet - Features

Career Information

- ❑ General Outlook
- ❑ Wages and Trends
- ❑ What it Takes
- ❑ State Profile Information
- ❑ Testing and Assessment
- ❑ Career Videos

Career Tools

- ❑ Employability Checkup
- ❑ Licensed Occupations
- ❑ Employer Locator
- ❑ Job Description Writer
- ❑ Financial Aid Advisor
- ❑ Career Exploration

eta Career InfoNet – Holdings 1

❑ **Labor market information**

Wages - national and for all 50 states, the District of Columbia, Guam, Puerto Rico, and the U.S. Virgin Islands

Employment projections - national and for 49 states

Labor force and unemployment rates for all 50 states, the District of Columbia, and Puerto Rico

❑ **Demographic information**

Population, household median income, and per capita income - national and for all 50 states and the District of Columbia

Employer contact listings for nearly 12 million employers nationwide and for Puerto Rico

eta Career InfoNet – Holdings 2

- **Career videos** for nearly 300 occupations and 15 industry clusters

  (Soon to be nearly 340 occupations, 16 industry clusters, and 5 summary levels)

- **Career Resource Library** of about 5,000 annotated links

- **Reading Room** of nearly 7,000 historical articles and reports

  (Approximately 1,400 are currently accessible)

- **Knowledge, skills, and abilities** database of 235,800 records containing information associated with over 1,100 occupations

eta Career InfoNet – Holdings 3

- **Labor exchange statements** database of nearly 32,800 records linking over 2,300 practical examples of skills to nearly 1,000 occupations

- **Licensing information** database of over 6,000 records containing information about licenses required to practice licensed occupations in 49 states

- **Lay (or alternate) titles** of over 44,000 records linked to over 1,100 occupations

eta Service Locator – Features

❑Information about Locations
   ❑Contact information
   ❑Maps and driving directions
   ❑Service information

eta   Service Locator - Holdings

Type of Program	Sites	% of Total
Literacy Programs and Providers (NIFL)	4,874	39%
Comprehensive One-Stop Career Centers	1,922	15%
Affiliated One-Stop Career Centers	1,569	13%
Senior Centers	897	7%
Libraries	555	4%
Educational Institutions	288	2%
National Guard Classrooms	233	2%
Welfare-to-Work Offices	231	2%
Vocational Rehabilitation	181	1%
Self-Service Kiosks	168	1%
Native American Council	166	1%
Job Corps Centers	113	1%
Apprenticeship Offices	49	0%
Other (Community Centers, Churches, etc.)	1,218	10%
Total Holdings (11/02) - 591 LWIAs	12,464	100%

COS Tool Links

1. America's Job Bank

   www.ajb.org

2. Career InfoNet

   www.acinet.org

3. America's Service Locator

   www.servicelocator.org

4. CareerOneStop Portal

   www.CareerOneStop.org

5. Workforce Tools of the Trade

   www.workforcetools.org

6. Toll Free Help Line (1-877-US2-JOBS)

eta AJB Strategic Review

- **Launched in 1995**

- **What's needed in 2005?**

  - Now that there are so many private sector job sites available on the internet, is there still a role for a publicly-financed e-labor exchange, such as AJB?

  - Assuming there is a role:

    - How can AJB (and other CareerOneStop tools) provide value to the public workforce system?

    - Are the costs of operating AJB competitive with what's available in the open market?

    - Are there AJB policy decisions and operating assumptions that need to be revisted?

eta

Mystery Shopping

Promoting Quality in One-Stop Career Centers

eta Project Goals

❑ Develop options regarding how to implement a One-Stop mystery shopper program, including:

❑ An analysis of the mystery shopping concept

❑ Pilot testing of mystery shopping models

❑ Assessment of pilot project results

❑ Discussion of options for potential implementation of a national program

The Process

❑ Mystery shopping is designed to:

- ❑ Identify areas for quality improvement

- ❑ Develop performance plans

- ❑ Identify promising practices

eta The Process (cont.)

❑ The shopper goes to One-Stops and plays the role of "customer" to assess:

    ❑ Customer satisfaction

    ❑ Service delivery

    ❑ Facility factors

eta The Process (cont.)

❑ Customer service evaluation

  ❑ Basic review of my experience with service at a comprehensive or affiliate center

❑ System evaluation

  ❑ In-depth review of product knowledge, seamless approach to services, partner involvement

eta

Methodology

❑ 7 States (PY02 Q2 participant/employer satisfaction)

- ❑ Alabama
- ❑ Arizona
- ❑ Louisiana
- ❑ Minnesota
- ❑ New York
- ❑ Pennsylvania
- ❑ Vermont

*exceeds negotiated level

eta Methodology (cont.)

❑ All 5 shopping contractors will conduct a customer service review at each site.

❑ The 3 shopping contractors with knowledge of the One-Stop System will also conduct a system review at each site.

❑ The "shop" will include on-site visits, phone calls, and accessing information through websites.

eta Customer Service

- ❏ Was I helped in a timely manner?
- ❏ Were you courteous?
- ❏ Did you smile at me?
- ❏ Did you listen to me?
- ❏ Did you speak to me in a way I understood?
- ❏ Would I come back to see you again?
- ❏ Would I refer someone I know and like to you?
- ❏ Did you try to understand what I needed?
- ❏ Was I comfortable in the facility?
- ❏ Did you look and act professional?
- ❏ Did you explain services to me?

System Review

❑ **Facility Factors**

- ❑ Flexible Hours

- ❑ Accessible to People with Disabilities

- ❑ Accessible to Individuals with Language Barriers

- ❑ Parking

- ❑ Customers with Young Children

- ❑ Professional Atmosphere

- ❑ Signage

- ❑ Diverse Learning Opportunities

eta System Review (cont.)

❑ **Service Factors**
  ❑ Core/Intensive/Training Services
  ❑ Information Resource Area
  ❑ Partner Service Access
  ❑ Business-Focused Services
  ❑ Service to Special Populations
  ❑ Evidence of Program Integration
    ❑ Joint Orientations
    ❑ Layout is Cross-Functional
    ❑ Common Intake Form

eta System Review (cont.)

❑ **Customer Feedback**

  ❑ Comment Cards
  ❑ Feedback Postings

❑ **Customer Flow**

  ❑ Waiting Times
  ❑ Greeting Process
  ❑ Information Process
  ❑ Resource Access
  ❑ Appointments

eta Results

❑ An analysis and options paper for ETA identifying:

    ❑ Five potential models for mystery shopping

        ❑ Advantages

        ❑ Disadvantages

        ❑ Costs

    ❑ Recommendations regarding future program implementation

eta One-Stop Infrastructure Funding Project

❑Strategic Activities Planned:

❑Collected information will be used to guide policy decisions and reauthorization discussions concern equitable partner funding of the One-Stop system.

❑Very preliminary results and analysis of infrastructure costs, from up to nine States will be available six weeks after execution of the contract.

❑A more robust design with cost estimates extrapolated to all States is expected to produce results 4 months after contract execution.

eta Labor Market Information

- ❑ O*Net

- ❑ LEHD

- ❑ LMI

  - ❑ Core Products & Services
  - ❑ R&D Consortia
  - ❑ Strategic Plan

O*Net

eta Local Employment Dynamics

- ❑ ETA Support State Participation in the Census Bureau's Longitudinal Household Dynamic Program that Combines
  - ❑ Employer Wage Records
  - ❑ ES 202
  - ❑ Census and
  - ❑ Social Security Administration data
- ❑ Quarterly Workforce indicators and a database that can be used to produce local information down to the state, local, and Census tract level

eta LMI Issues

❑ Most Employers remain unaware of the vast array of public resources and services available to assist them in identifying and managing human resources.

❑ Employers and Economic Developers spend considerable time and money locating suitable supplies of labor.

❑ Job seekers and their Employment/Career Counselors confront complex job search choices.

eta LMI Strategic Issues

❑ What kinds of Workforce Information do our customers need?

❑ What workforce information do our customers want that is not available today?

❑ What gaps currently exist in workforce information and services?

❑ How do WIBs and One-Stop staff get the local info they need for emerging occupations and skills in demand?

eta Labor Market Connections

❑ Business Relations Group

 ❑ Partnership for Jobs

 ❑ High Growth Job Training Initiative

eta Community Connections

- ❑ WIBS

- ❑ FBOs/CBOs

- ❑ Targeted Populations
    - ❑ Farm workers
    - ❑ Native Americans
    - ❑ Disabled Workers
    - ❑ Older Americans

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Faith-Based and Community-Based Organizations Connections

❑ SGAs for Faith-based and Community-based Organizations to build relationships with the Workforce Investment system in their local area and help fill unmet workforce development needs:

  ❑ Grants for small, grassroots FBO/CBOs; and

  ❑ Grants for Intermediary organizations which can mentor small grassroots organizations and help them participate in building the workforce development system in their local area.

Faith Based and Community-Based Organizations

eta

- ❑ PY 2002 CBO/FBO Grants: 12 State Grants; 9 Intermediary grants and 20 small grassroots grants. None awarded in RI.

- ❑ New England Grants Awarded:
  - ❑ Connecticut - $1,111,024
  - ❑ Univ. of Massachusetts – Institute for Community Inclusion - $624,643
  - ❑ Greater Holyoke Community Development Corp (MA - $25,000)

eta

Employing People With Disabilities

❑ Background & History

    One-Stop Disability Initiative
    Office of Disability Employment Policy
    New Freedom Initiative

❑ Principal Focus: Jointly Funded (SSA and ETA) Disability Program Navigator Initiative

One-Stop Disability Initiative

eta

- Began in 1994
- Goal: Ensure One-Stop System is welcoming to people with disabilities
- ETA Strategy: Provide leadership, facilitate collaboration, promote new technologies, and provide training and technical assistance.

eta SSA's Ticket-To-Work

❑ Training and Employment Notice 6-02 on Ticket-to-Work and Work Incentive Improvement Act (TWWIIA)

❑ ETA and SSA jointly-funded Disability Program Navigator Initiative

eta Disability Program Navigator

- ❑ DOL & SSA jointly funding $18M

- ❑ $6M for selected states in PY'02 to support 80-100 positions

- ❑ $12M for selected states in PY'03 to include support for 80 to 100 additional positions

eta   Program Navigator's Function

Work in the One-Stop Center System:

❑ Impart knowledge of SSA work incentives, employment supports and Ticket to Work Program services & other federal, state and local programs that impact the workplace success of people with disabilities.

❑ Provide information on required and non-required partner programs, innovative program designs, assistive technology and other relevant information.

WIS Summary

**FEDERAL LAWS:
Major Changes**

**One-Stop
Delivery
System:**
**-Universal
Access**
-Responsive
-Adaptable
-Professional

**RESULTS
- Clearer Focus
- System-Wide Applicability**